Enterprise Incident Report August 2012

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Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Terry Forsgren	0 0	6 0	0 0	6 0
		Tony Larsen	0 0	8 1	0 0	8 1
		Assigned to Individual Total	0 0	24 5	0 0	24 5
	Application Support - EREP Data Processing	David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - LIMS	Greg Jenkins	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	FCR Total
Health	Application Support - MMIS	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - Oracle	Jill Everett	0 0	2 0	0 0	2 0
		Ryan Nicol	0 0	1 0	0 0	1 0
		Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support - WIC	Matthew Earl	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	6 5	0 0	6 5
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Health

			High	Low	Medium	FCR Total
Health	Contracts	Laura Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Database Services	Glenda Hudgens	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 10	0 0	10 10
		Eileen Dubach	0 0	5 5	0 0	5 5
		James Stearns	0 0	4 4	0 0	4 4
		Julie VanBeekum	0 0	20 20	0 0	20 20
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	18 16	0 0	18 16
		Assigned to Individual Total	0 0	60 55	0 0	60 55
	Metro A Help Desk	Edward Fortner	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	FCR Total
Health	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gary Graham	0 0	1 1	0 0	1 1
		Torri Randa	0 0	1 1	0 0	1 1
		Tyler Pearce	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Metro C West Desktop Support	Cody Flanders	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Metro D Desktop Support	Eldon Jenson	0 0	32 8	0 0	32 8
		Matthew Earl	0 0	4 4	0 0	4 4
		Michael Schmidt	0 0	45 0	1 0	46 0

Health

			High	Low	Medium	FCR Total
Health	Metro D Desktop Support	Philip Henderson	0 0	42 30	0 0	42 30
		Steve Gibb	1 0	28 1	0 0	29 1
		Tina West	0 0	28 0	0 0	28 0
		Assigned to Individual Total	1 0	179 43	1 0	181 43
	Metro D Help Desk	Doug Brown	0 0	88 63	0 0	88 63
		Jed Patrick	0 0	27 19	0 0	27 19
		John Robinson	0 0	50 40	0 0	50 40
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	166 122	0 0	166 122
	Metro D Hosting	David Hert	1 1	2 1	2 1	5 3
		Donny Ford	0 0	9 0	1 0	10 0
		Miguel Lanz	0 0	2 0	0 0	2 0
		Sean McMillan	0 0	4 0	0 0	4 0
		Steven Haderlie	0 0	9 0	0 0	9 0

Health

			High	Low	Medium	FCR Total
Health	Metro D Hosting	**Assigned to Individual Total**	1 1	26 1	3 1	30 3
	Network Operations	Cory Greenwell	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Operations Production Control	Cal Brinton	0 0	11 0	0 0	11 0
		Christie Burnham	0 0	25 17	0 0	25 17
		Duane Hardy	0 0	48 28	0 0	48 28
		Lester Aoki	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	86 45	0 0	86 45
	Rural Central Desktop Support	Paul Petersen	0 0	14 4	0 0	14 4
		Rod Montoya	0 0	6 6	0 0	6 6
		Ron LeBaron	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	25 14	0 0	25 14

Health

Health			High	Low	Medium	FCR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	6 6	0 0	6 6
		Neil Smedley	0 0	1 1	0 0	1 1
		Ruston McKay	0 0	16 16	0 0	16 16
		Assigned to Individual Total	0 0	23 23	0 0	23 23
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Jeff Dart	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	USIIS Tech Support	Tom Romney	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0

Health

			High	Low	Medium	FCR Total
Health	Voice Operations	James Gifford	0 0	1 1	0 0	1 1
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	13 8	0 0	13 8
		Assigned to Individual Total	0 0	24 9	0 0	24 9
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		2 1	659 331	4 1	665 333
Customer Company Total			2 1	659 331	4 1	665 333

Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Health	Application Services	Danielle Hood	0 0	1 0	0 0	1 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Terry Forsgren	0 0	6 2	0 0	6 2
		Tony Larsen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	24 3	0 0	24 3
	Application Support - EREP Data Processing	David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - LIMS	Greg Jenkins	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - MMIS	Steven Hegji	0 0	1 1	0 0	1 1

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Health

			High	Low	Medium	MIR Total
Health	Application Support - MMIS	**Assigned to Individual Total**	0 0	1 1	0 0	1 1
	Application Support - Oracle	Jill Everett	0 0	2 0	0 0	2 0
		Ryan Nicol	0 0	1 1	0 0	1 1
		Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	6 5	0 0	6 5
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Jake Vandenberghe	0 0	1 1	0 0	1 1
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1

Health

			High	Low	Medium	MIR Total
Health	Contracts	Laura Larsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Database Services	Glenda Hudgens	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 0	0 0	10 0
		Eileen Dubach	0 0	5 0	0 0	5 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	20 1	0 0	20 1
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	18 0	0 0	18 0
		Assigned to Individual Total	0 0	60 1	0 0	60 1
	Metro A Help Desk	Edward Fortner	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MIR Total
Health	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Torri Randa	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C West Desktop Support	Cody Flanders	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	32 3	0 0	32 3
		Matthew Earl	0 0	4 0	0 0	4 0
		Michael Schmidt	0 0	45 5	1 0	46 5

Health

			High	Low	Medium	MIR Total
Health	Metro D Desktop Support	Philip Henderson	0 0	42 2	0 0	42 2
		Steve Gibb	1 0	28 9	0 0	29 9
		Tina West	0 0	28 1	0 0	28 1
		Assigned to Individual Total	1 0	179 20	1 0	181 20
	Metro D Help Desk	Doug Brown	0 0	88 5	0 0	88 5
		Jed Patrick	0 0	27 0	0 0	27 0
		John Robinson	0 0	50 2	0 0	50 2
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	166 7	0 0	166 7
	Metro D Hosting	David Hert	1 0	2 1	2 0	5 1
		Donny Ford	0 0	9 3	1 0	10 3
		Miguel Lanz	0 0	2 1	0 0	2 1
		Sean McMillan	0 0	4 0	0 0	4 0
		Steven Haderlie	0 0	9 0	0 0	9 0

Health

			High	Low	Medium	MIR Total
Health	Metro D Hosting	**Assigned to Individual Total**	1 0	26 5	3 0	30 5
	Network Operations	Cory Greenwell	0 0	1 1	0 0	1 1
		Jeff Reed	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Operations Production Control	Cal Brinton	0 0	11 0	0 0	11 0
		Christie Burnham	0 0	25 1	0 0	25 1
		Duane Hardy	0 0	48 0	0 0	48 0
		Lester Aoki	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	86 1	0 0	86 1
	Rural Central Desktop Support	Paul Petersen	0 0	14 0	0 0	14 0
		Rod Montoya	0 0	6 1	0 0	6 1
		Ron LeBaron	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	25 1	0 0	25 1

Health

			High	Low	Medium	MIR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	6 0	0 0	6 0
		Neil Smedley	0 0	1 1	0 0	1 1
		Ruston McKay	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	23 1	0 0	23 1
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Jeff Dart	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	USIIS Tech Support	Tom Romney	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0

Health

			High	Low	Medium	MIR Total
Health	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	13 0	0 0	13 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		2 0	659 50	4 0	665 50
Customer Company Total			2 0	659 50	4 0	665 50

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Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Health	Application Services	Danielle Hood	0 0.00	1 0.52	0 0.00	1 0.52
		Dustin Crump	0 0.00	5 0.16	0 0.00	5 0.16
		Martin Gonzalez	0 0.00	4 0.53	0 0.00	4 0.53
		Terry Forsgren	0 0.00	6 0.65	0 0.00	6 0.65
		Tony Larsen	0 0.00	8 0.38	0 0.00	8 0.38
		Assigned to Individual Total	0 0.00	24 0.43	0 0.00	24 0.43
	Application Support - EREP Data Processing	David Moffitt	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	1 0.44	0 0.00	1 0.44
	Application Support - LIMS	Greg Jenkins	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	1 0.57	0 0.00	1 0.57
	Application Support - MMIS	Steven Hegji	0 0.00	1 1.32	0 0.00	1 1.32

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			High	Low	Medium	ATTIR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0.00	1 1.32	0 0.00	1 1.32
	Application Support - Oracle	Jill Everett	0 0.00	2 0.66	0 0.00	2 0.66
		Ryan Nicol	0 0.00	1 1.26	0 0.00	1 1.26
		Tony Hess	0 0.00	2 0.55	0 0.00	2 0.55
		Assigned to Individual Total	0 0.00	5 0.73	0 0.00	5 0.73
	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Campus Networking	Charmaine Malan	0 0.00	1 0.00	0 0.00	1 0.00
		Jordy Davis	0 0.00	5 21.41	0 0.00	5 21.41
		Assigned to Individual Total	0 0.00	6 17.84	0 0.00	6 17.84
	Capitol Hosting	Dale Hicks	0 0.00	1 0.26	0 0.00	1 0.26
		Jake Vandenberghe	0 0.00	1 1.24	0 0.00	1 1.24
		Patrick Funk	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	3 0.72	0 0.00	3 0.72

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Health

			High	Low	Medium	ATTIR Total
Health	Contracts	Laura Larsen	0 0.00	1 1.01	0 0.00	1 1.01
		Assigned to Individual Total	0 0.00	1 1.01	0 0.00	1 1.01
	Database Services	Glenda Hudgens	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	1 0.68	0 0.00	1 0.68
	Help Desk	Brenda Treadway	0 0.00	10 0.05	0 0.00	10 0.05
		Eileen Dubach	0 0.00	5 0.02	0 0.00	5 0.02
		James Stearns	0 0.00	4 0.06	0 0.00	4 0.06
		Julie VanBeekum	0 0.00	20 0.08	0 0.00	20 0.08
		Sarah Johnson	0 0.00	3 0.05	0 0.00	3 0.05
		Vicky Marrelli	0 0.00	18 0.05	0 0.00	18 0.05
		Assigned to Individual Total	0 0.00	60 0.06	0 0.00	60 0.06
	Metro A Help Desk	Edward Fortner	0 0.00	3 0.03	0 0.00	3 0.03
		Assigned to Individual Total	0 0.00	3 0.03	0 0.00	3 0.03
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.43	0 0.00	1 0.43

Health

			High	Low	Medium	ATTIR Total
Health	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.23	0 0.00	1 0.23
		Jay Locker	0 0.00	1 0.14	0 0.00	1 0.14
		Peter Musser	0 0.00	1 0.06	0 0.00	1 0.06
		Stephanie Young	0 0.00	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	0 0.00	5 0.29	0 0.00	5 0.29
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Torri Randa	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 0.07	0 0.00	4 0.07
		Assigned to Individual Total	0 0.00	4 0.07	0 0.00	4 0.07
	Metro D Desktop Support	Eldon Jenson	0 0.00	32 0.45	0 0.00	32 0.45
		Matthew Earl	0 0.00	4 0.00	0 0.00	4 0.00
		Michael Schmidt	0 0.00	45 0.52	1 0.12	46 0.51

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Desktop Support	Philip Henderson	0 0.00	42 0.18	0 0.00	42 0.18
		Steve Gibb	1 0.25	28 0.70	0 0.00	29 0.68
		Tina West	0 0.00	28 0.28	0 0.00	28 0.28
		Assigned to Individual Total	1 0.25	179 0.41	1 0.12	181 0.40
	Metro D Help Desk	Doug Brown	0 0.00	88 0.14	0 0.00	88 0.14
		Jed Patrick	0 0.00	27 0.10	0 0.00	27 0.10
		John Robinson	0 0.00	50 1.13	0 0.00	50 1.13
		None	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	0 0.00	166 0.44	0 0.00	166 0.44
	Metro D Hosting	David Hert	1 0.06	2 0.96	2 0.58	5 0.63
		Donny Ford	0 0.00	9 0.84	1 0.08	10 0.77
		Miguel Lanz	0 0.00	2 0.64	0 0.00	2 0.64
		Sean McMillan	0 0.00	4 0.45	0 0.00	4 0.45
		Steven Haderlie	0 0.00	9 0.38	0 0.00	9 0.38

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Hosting	Assigned to Individual Total	1 0.06	26 0.62	3 0.41	30 0.58
	Network Operations	Cory Greenwell	0 0.00	1 1.03	0 0.00	1 1.03
		Jeff Reed	0 0.00	1 0.37	0 0.00	1 0.37
		Assigned to Individual Total	0 0.00	2 0.70	0 0.00	2 0.70
	Operations Production Control	Cal Brinton	0 0.00	11 0.35	0 0.00	11 0.35
		Christie Burnham	0 0.00	25 0.11	0 0.00	25 0.11
		Duane Hardy	0 0.00	48 0.13	0 0.00	48 0.13
		Lester Aoki	0 0.00	1 0.50	0 0.00	1 0.50
		None	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	86 0.16	0 0.00	86 0.16
	Rural Central Desktop Support	Paul Petersen	0 0.00	14 0.00	0 0.00	14 0.00
		Rod Montoya	0 0.00	6 0.18	0 0.00	6 0.18
		Ron LeBaron	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	25 0.04	0 0.00	25 0.04

Health

			High	Low	Medium	ATTIR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0.00	6 0.11	0 0.00	6 0.11
		Neil Smedley	0 0.00	1 1.23	0 0.00	1 1.23
		Ruston McKay	0 0.00	16 0.00	0 0.00	16 0.00
		Assigned to Individual Total	0 0.00	23 0.08	0 0.00	23 0.08
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Strategic Communications	Luis Larios	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	1 0.36	0 0.00	1 0.36
	Technical Application Help Desk	Jeff Dart	0 0.00	1 0.00	0 0.00	1 0.00
		Victoria Brush	0 0.00	1 0.90	0 0.00	1 0.90
		Assigned to Individual Total	0 0.00	2 0.45	0 0.00	2 0.45
	USIIS Tech Support	Tom Romney	0 0.00	1 1.03	0 0.00	1 1.03
		Assigned to Individual Total	0 0.00	1 1.03	0 0.00	1 1.03
	Voice Operations	Gail Christiansen	0 0.00	3 0.12	0 0.00	3 0.12

Health

			High	Low	Medium	ATTIR Total
Health	Voice Operations	James Gifford	0 0.00	1 0.26	0 0.00	1 0.26
		Julie Sabato	0 0.00	3 0.28	0 0.00	3 0.28
		Kelly Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Leon Owen	0 0.00	3 0.56	0 0.00	3 0.56
		Romanza Hamblin Sorensen	0 0.00	13 0.17	0 0.00	13 0.17
		Assigned to Individual Total	0 0.00	24 0.22	0 0.00	24 0.22
	Voice/Data/WAN Services	Art Scott	0 0.00	1 0.29	0 0.00	1 0.29
		Greg Blessing	0 0.00	1 0.15	0 0.00	1 0.15
		T Artis	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	3 0.28	0 0.00	3 0.28
	Assigned Group Total		2 0.16	659 0.49	4 0.34	665 0.48
Customer Company Total			2 0.16	659 0.49	4 0.34	665 0.48

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Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Health	Application Services	Danielle Hood	0 0	1 1	0 0	1 1
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	4 1	0 0	4 1
		Terry Forsgren	0 0	6 0	0 0	6 0
		Tony Larsen	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	24 2	0 0	24 2
	Application Support - EREP Data Processing	David Moffitt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Application Support - LIMS	Greg Jenkins	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Application Support - MMIS	Steven Hegji	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MR Total
Health	Application Support - MMIS	**Assigned to Individual Total**	0 0	1 0	0 0	1 0
	Application Support - Oracle	Jill Everett	0 0	2 1	0 0	2 1
		Ryan Nicol	0 0	1 0	0 0	1 0
		Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Charmaine Malan	0 0	1 0	0 0	1 0
		Jordy Davis	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	6 4	0 0	6 4
	Capitol Hosting	Dale Hicks	0 0	1 0	0 0	1 0
		Jake Vandenberghe	0 0	1 0	0 0	1 0
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

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Health

			High	Low	Medium	MR Total
Health	Contracts	Laura Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Database Services	Glenda Hudgens	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	10 0	0 0	10 0
		Eileen Dubach	0 0	5 0	0 0	5 0
		James Stearns	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	20 0	0 0	20 0
		Sarah Johnson	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	18 0	0 0	18 0
		Assigned to Individual Total	0 0	60 0	0 0	60 0
	Metro A Help Desk	Edward Fortner	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Austin Farey	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MR Total
Health	Metro B Desktop Support	Cindy Reed	0 0	1 0	0 0	1 0
		Jay Locker	0 0	1 0	0 0	1 0
		Peter Musser	0 0	1 0	0 0	1 0
		Stephanie Young	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Torri Randa	0 0	1 0	0 0	1 0
		Tyler Pearce	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro C West Desktop Support	Cody Flanders	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	32 1	0 0	32 1
		Matthew Earl	0 0	4 0	0 0	4 0
		Michael Schmidt	0 0	45 2	1 0	46 2

Health

			High	Low	Medium	MR Total
Health	Metro D Desktop Support	Philip Henderson	0 0	42 1	0 0	42 1
		Steve Gibb	1 0	28 0	0 0	29 0
		Tina West	0 0	28 1	0 0	28 1
		Assigned to Individual Total	1 0	179 5	1 0	181 5
	Metro D Help Desk	Doug Brown	0 0	88 0	0 0	88 0
		Jed Patrick	0 0	27 0	0 0	27 0
		John Robinson	0 0	50 1	0 0	50 1
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	166 1	0 0	166 1
	Metro D Hosting	David Hert	1 0	2 0	2 0	5 0
		Donny Ford	0 0	9 2	1 0	10 2
		Miguel Lanz	0 0	2 1	0 0	2 1
		Sean McMillan	0 0	4 1	0 0	4 1
		Steven Haderlie	0 0	9 1	0 0	9 1

Health

			High	Low	Medium	MR Total
Health	Metro D Hosting	Assigned to Individual Total	1 0	26 5	3 0	30 5
	Network Operations	Cory Greenwell	0 0	1 0	0 0	1 0
		Jeff Reed	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Operations Production Control	Cal Brinton	0 0	11 0	0 0	11 0
		Christie Burnham	0 0	25 0	0 0	25 0
		Duane Hardy	0 0	48 0	0 0	48 0
		Lester Aoki	0 0	1 0	0 0	1 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	86 0	0 0	86 0
	Rural Central Desktop Support	Paul Petersen	0 0	14 0	0 0	14 0
		Rod Montoya	0 0	6 0	0 0	6 0
		Ron LeBaron	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	25 0	0 0	25 0

Health

			High	Low	Medium	MR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	6 0	0 0	6 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	16 0	0 0	16 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Rural South Desktop Support	Scott Jesienouski	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Application Help Desk	Jeff Dart	0 0	1 0	0 0	1 0
		Victoria Brush	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	USIIS Tech Support	Tom Romney	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	3 0	0 0	3 0

Health

			High	Low	Medium	MR Total
Health	Voice Operations	James Gifford	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	3 0	0 0	3 0
		Kelly Johnson	0 0	1 0	0 0	1 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	13 0	0 0	13 0
		Assigned to Individual Total	0 0	24 0	0 0	24 0
	Voice/Data/WAN Services	Art Scott	0 0	1 0	0 0	1 0
		Greg Blessing	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Assigned Group Total		2 0	659 20	4 0	665 20
Customer Company Total			2 0	659 20	4 0	665 20

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Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Danielle Hood	0 0.00	1 6.13	0 0.00	1 6.13
		Dustin Crump	0 0.00	5 1.06	0 0.00	5 1.06
		Martin Gonzalez	0 0.00	4 4.98	0 0.00	4 4.98
		Terry Forsgren	0 0.00	6 1.48	0 0.00	6 1.48
		Tony Larsen	0 0.00	8 1.41	0 0.00	8 1.41
		Assigned to Individual Total	0 0.00	24 2.15	0 0.00	24 2.15
	Application Support - EREP Data Processing	David Moffitt	0 0.00	1 0.44	0 0.00	1 0.44
		Assigned to Individual Total	0 0.00	1 0.44	0 0.00	1 0.44
	Application Support - LIMS	Greg Jenkins	0 0.00	1 6.42	0 0.00	1 6.42
		Assigned to Individual Total	0 0.00	1 6.42	0 0.00	1 6.42
	Application Support - MMIS	Steven Hegji	0 0.00	1 1.46	0 0.00	1 1.46

Health

			High	Low	Medium	ATTR Total
Health	Application Support - MMIS	Assigned to Individual Total	0 0.00	1 1.46	0 0.00	1 1.46
	Application Support - Oracle	Jill Everett	0 0.00	2 5.07	0 0.00	2 5.07
		Ryan Nicol	0 0.00	1 1.26	0 0.00	1 1.26
		Tony Hess	0 0.00	2 1.65	0 0.00	2 1.65
		Assigned to Individual Total	0 0.00	5 2.94	0 0.00	5 2.94
	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Campus Networking	Charmaine Malan	0 0.00	1 0.00	0 0.00	1 0.00
		Jordy Davis	0 0.00	5 56.14	0 0.00	5 56.14
		Assigned to Individual Total	0 0.00	6 46.78	0 0.00	6 46.78
	Capitol Hosting	Dale Hicks	0 0.00	1 0.30	0 0.00	1 0.30
		Jake Vandenberghe	0 0.00	1 2.32	0 0.00	1 2.32
		Patrick Funk	0 0.00	1 0.67	0 0.00	1 0.67
		Assigned to Individual Total	0 0.00	3 1.10	0 0.00	3 1.10

Health

Health			High	Low	Medium	ATTR Total
Health	Contracts	Laura Larsen	0 0.00	1 1.08	0 0.00	1 1.08
		Assigned to Individual Total	0 0.00	1 1.08	0 0.00	1 1.08
	Database Services	Glenda Hudgens	0 0.00	1 0.83	0 0.00	1 0.83
		Assigned to Individual Total	0 0.00	1 0.83	0 0.00	1 0.83
	Help Desk	Brenda Treadway	0 0.00	10 0.05	0 0.00	10 0.05
		Eileen Dubach	0 0.00	5 0.02	0 0.00	5 0.02
		James Stearns	0 0.00	4 0.06	0 0.00	4 0.06
		Julie VanBeekum	0 0.00	20 0.30	0 0.00	20 0.30
		Sarah Johnson	0 0.00	3 0.57	0 0.00	3 0.57
		Vicky Marrelli	0 0.00	18 0.33	0 0.00	18 0.33
		Assigned to Individual Total	0 0.00	60 0.24	0 0.00	60 0.24
	Metro A Help Desk	Edward Fortner	0 0.00	3 0.69	0 0.00	3 0.69
		Assigned to Individual Total	0 0.00	3 0.69	0 0.00	3 0.69
	Metro B Desktop Support	Austin Farey	0 0.00	1 0.43	0 0.00	1 0.43

Health

			High	Low	Medium	ATTR Total
Health	Metro B Desktop Support	Cindy Reed	0 0.00	1 0.28	0 0.00	1 0.28
		Jay Locker	0 0.00	1 0.14	0 0.00	1 0.14
		Peter Musser	0 0.00	1 0.09	0 0.00	1 0.09
		Stephanie Young	0 0.00	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	0 0.00	5 0.31	0 0.00	5 0.31
	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Torri Randa	0 0.00	1 0.00	0 0.00	1 0.00
		Tyler Pearce	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	4 0.00	0 0.00	4 0.00
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 1.49	0 0.00	4 1.49
		Assigned to Individual Total	0 0.00	4 1.49	0 0.00	4 1.49
	Metro D Desktop Support	Eldon Jenson	0 0.00	32 1.36	0 0.00	32 1.36
		Matthew Earl	0 0.00	4 0.00	0 0.00	4 0.00
		Michael Schmidt	0 0.00	45 1.20	1 0.45	46 1.19

Health

			High	Low	Medium	ATTR Total
Health	Metro D Desktop Support	Philip Henderson	0 0.00	41 2.67	0 0.00	41 2.67
		Steve Gibb	1 0.42	28 1.63	0 0.00	29 1.59
		Tina West	0 0.00	28 0.98	0 0.00	28 0.98
		Assigned to Individual Total	1 0.42	178 1.58	1 0.45	180 1.57
	Metro D Help Desk	Doug Brown	0 0.00	88 0.18	0 0.00	88 0.18
		Jed Patrick	0 0.00	27 0.10	0 0.00	27 0.10
		John Robinson	0 0.00	50 1.26	0 0.00	50 1.26
		None	0 0.00	1 0.81	0 0.00	1 0.81
		Assigned to Individual Total	0 0.00	166 0.50	0 0.00	166 0.50
	Metro D Hosting	David Hert	1 0.38	2 1.19	2 1.55	5 1.17
		Donny Ford	0 0.00	9 6.41	1 0.18	10 5.79
		Miguel Lanz	0 0.00	2 7.26	0 0.00	2 7.26
		Sean McMillan	0 0.00	4 4.62	0 0.00	4 4.62
		Steven Haderlie	0 0.00	9 2.85	0 0.00	9 2.85

Health

Health			High	Low	Medium	ATTR Total
Health	Metro D Hosting	**Assigned to Individual Total**	1 0.38	26 4.57	3 1.10	30 4.08
	Network Operations	Cory Greenwell	0 0.00	1 1.49	0 0.00	1 1.49
		Jeff Reed	0 0.00	1 43.86	0 0.00	1 43.86
		Assigned to Individual Total	0 0.00	2 22.67	0 0.00	2 22.67
	Operations Production Control	Cal Brinton	0 0.00	11 0.37	0 0.00	11 0.37
		Christie Burnham	0 0.00	25 0.12	0 0.00	25 0.12
		Duane Hardy	0 0.00	48 0.23	0 0.00	48 0.23
		Lester Aoki	0 0.00	1 1.23	0 0.00	1 1.23
		None	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	86 0.23	0 0.00	86 0.23
	Rural Central Desktop Support	Paul Petersen	0 0.00	14 1.88	0 0.00	14 1.88
		Rod Montoya	0 0.00	6 0.32	0 0.00	6 0.32
		Ron LeBaron	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	25 1.17	0 0.00	25 1.17

Health

			High	Low	Medium	ATTR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0.00	6 0.11	0 0.00	6 0.11
		Neil Smedley	0 0.00	1 1.23	0 0.00	1 1.23
		Ruston McKay	0 0.00	16 0.24	0 0.00	16 0.24
		Assigned to Individual Total	0 0.00	23 0.25	0 0.00	23 0.25
	Rural South Desktop Support	Scott Jesienouski	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	1 0.11	0 0.00	1 0.11
	Strategic Communications	Luis Larios	0 0.00	1 5.76	0 0.00	1 5.76
		Assigned to Individual Total	0 0.00	1 5.76	0 0.00	1 5.76
	Technical Application Help Desk	Jeff Dart	0 0.00	1 0.00	0 0.00	1 0.00
		Victoria Brush	0 0.00	1 0.90	0 0.00	1 0.90
		Assigned to Individual Total	0 0.00	2 0.45	0 0.00	2 0.45
	USIIS Tech Support	Tom Romney	0 0.00	1 1.21	0 0.00	1 1.21
		Assigned to Individual Total	0 0.00	1 1.21	0 0.00	1 1.21
	Voice Operations	Gail Christiansen	0 0.00	3 0.66	0 0.00	3 0.66

Health

			High	Low	Medium	ATTR Total
Health	Voice Operations	James Gifford	0 0.00	1 0.26	0 0.00	1 0.26
		Julie Sabato	0 0.00	3 0.28	0 0.00	3 0.28
		Kelly Johnson	0 0.00	1 0.08	0 0.00	1 0.08
		Leon Owen	0 0.00	3 0.62	0 0.00	3 0.62
		Romanza Hamblin Sorensen	0 0.00	13 0.75	0 0.00	13 0.75
		Assigned to Individual Total	0 0.00	24 0.62	0 0.00	24 0.62
	Voice/Data/WAN Services	Art Scott	0 0.00	1 1.52	0 0.00	1 1.52
		Greg Blessing	0 0.00	1 0.77	0 0.00	1 0.77
		T Artis	0 0.00	1 0.39	0 0.00	1 0.39
		Assigned to Individual Total	0 0.00	3 0.90	0 0.00	3 0.90
	Assigned Group Total		2 0.40	658 1.53	4 0.93	664 1.52
Customer Company Total			2 0.40	658 1.53	4 0.93	664 1.52

Health

Detail

Incident	Name	Type	Category	Item	TIR/TTR Missed		Value
INC000000462924	Kim Burns	Application	Error	CapNet	TIR Missed: No		0.00
	Campus Networking	Charmaine Malan	Health	Low	Closed	TTR Missed: No	0.00
INC000000537595	Roger Price	Wireless Connectivity	Error	None	TIR Missed: No		0.26
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.37
INC000000539555	Marilee Poulson	None	None	None	TIR Missed: No		0.47
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.62
INC000000541625	Mary Catherine Jones	Application	Error	None	TIR Missed: No		0.12
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.56
INC000000547380	Tom Hudachko	Application	None	None	TIR Missed: No		0.63
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	2.57
INC000000547911	Gail Rapp	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes		1.27
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.27
INC000000548586	Ian Fitch	PC/Laptop	None	None	TIR Missed: Yes		1.28
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.08
INC000000548695	Hattie Perry	Application	Error	Novell GroupWise	TIR Missed: No		0.71
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.92
INC000000551204	Tonya Hales	Application	None	None	TIR Missed: No		0.98
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.20
INC000000552466	Linda Morris	Application	Error	None	TIR Missed: No		0.00
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.21
INC000000552789	Wendy Howard	Application	Error	None	TIR Missed: No		0.53
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.73
INC000000553429	Lizeth Hernandez	Application	Error	Citrix ICA Client	TIR Missed: No		0.23
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.94
INC000000553900	Broc Christensen	Network	Incident	None	TIR Missed: No		0.10
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: Yes	42.55
INC000000554394	Chris Peper	Telecom	Coverage Path	Telephone	TIR Missed: No		0.14
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.85
INC000000554668	Marie Nagata	Application	Error	Microsoft Word	TIR Missed: No		0.14
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.58
INC000000554716	Francesca Lanier	Network	None	None	TIR Missed: Yes		1.41
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.56

Health

Incident	Requester	Category	Type	Item	TIR Missed	Value
INC000000554977	Robert Jex	Application	Error	Novell GroupWise	TIR Missed: Yes	1.57
Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	5.81
INC000000555074	Robert Vavrin	PC/Laptop	Error	None	TIR Missed: No	0.05
Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	5.52
INC000000555117	Anna Packer	Application	Error	None	TIR Missed: No	0.35
Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	0.35
INC000000555310	Colleen Herrera	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.03
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.06
INC000000555337	Lori Savoie	PC/Laptop	Error	None	TIR Missed: No	0.86
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.26
INC000000555401	Norm Brown	Application	Error	Microsoft Excel	TIR Missed: No	0.48
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.24
INC000000555566	Wendy Howard	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Technical Application Help Desk	Jeff Dart	Health	Low	Closed	TTR Missed: No	0.00
INC000000555630	Jordan Cottam	Server	Error	Microsoft Excel	TIR Missed: Yes	1.29
Metro D Hosting	Miguel Lanz	Health	Low	Closed	TTR Missed: Yes	11.34
INC000000555664	Gayle Monks	Mobile Devices	None	iPhone	TIR Missed: No	0.07
Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	0.14
INC000000555682	Michael Friedrichs	Network	None	None	TIR Missed: No	0.70
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.70
INC000000555688	Rebecca Fronberg	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	2.53
INC000000555723	Nanette Waters	None	None	None	TIR Missed: No	0.26
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.27
INC000000555728	Tonya Hales	Network	Incident	None	TIR Missed: No	0.28
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.28
INC000000555738	Jeffrey Duncan	None	None	None	TIR Missed: No	0.04
Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	0.33
INC000000555747	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000555750	Sheila Walsh-McDonald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000555759	Peggy Montague	Telecom	None	None	TIR Missed: No	0.28
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	1.55

Health						

INC000000555762	Peggy Montague	Application	None	None	TIR Missed: No	0.82
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.96
INC000000555790	Elizabeth McElreath	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000555793	Jill Wrathall	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.44
	Application Support - EREP Data P	David Moffitt	Health	Low	Closed	TTR Missed: No	0.44
INC000000555850	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000555869	Diana Rueff	PC/Laptop	None	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000555874	Tonya Hales	Network	None	None	TIR Missed: No	0.05
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.05
INC000000555879	Amanda Yoshida	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555880	Harry Armstrong	Application	Password	Utah Master Directory	TIR Missed: No	0.19
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.19
INC000000555883	Nathan Checketts	None	None	None	TIR Missed: No	0.10
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.10
INC000000555889	Darin Dennis	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000555894	Scott Ellis	Application	Error	Microsoft Excel	TIR Missed: Yes	1.43
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	2.22
INC000000555899	Laurel Greaves	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555900	Purita Buck	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000555910	Jennifer Brown	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000555914	Ali Freeman	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555916	Butch Luers	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555919	Nancy Phillips	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00

Health						

INC000000555920	Nancy Phillips	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555923	Purita Buck	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555926	Shandi Adamson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000555937	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000555958	Nancy Cheeney	Application	Password	None	TIR Missed: No	0.56
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.63
INC000000555967	Leigha Rodak	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000556057	Karla Matheson	Application	Password	Utah Master Directory	TIR Missed: No	0.32
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.98
INC000000556085	Nancy Cheeney	Application	Error	Medicaid Managed Information	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000556097	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000556103	Elizabeth McElreath	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000556108	Marilee O'Connor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000556109	Audra Solovi	Application	Error	Medicaid Managed Information	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000556130	Darin Dennis	Network	Incident	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000556230	Kathleen Anderson	Network	Error	None	TIR Missed: No	0.47
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.47
INC000000556234	Sara Connell	PC/Laptop	Error	None	TIR Missed: No	0.11
	Rural South Desktop Support	Scott Jesienouski	Health	Low	Closed	TTR Missed: No	0.11
INC000000556245	Sam Vanous	Network	Incident	None	TIR Missed: No	0.19
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.30
INC000000556285	Francesca Lanier	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

Health

INC000000556286	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000556287	Purita Buck	Application	Error	None	TIR Missed:	No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.03
INC000000556290	Elizabeth McElreath	Network	Incident	None	TIR Missed:	No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.03
INC000000556298	Patrice Morley	PC/Laptop	Hardware	None	TIR Missed:	No	0.35
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.47
INC000000556303	Todd Harper	Application	None	Novell GroupWise	TIR Missed:	No	0.09
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.09
INC000000556336	David Meadows	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000556337	Josip Ambrenac	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No	0.00
INC000000556339	Adriana Moreno	Application	Error	None	TIR Missed:	No	0.79
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.09
INC000000556347	Bryan Berry	None	None	None	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000556356	Steve Ipsen	Application	Error	iPhone	TIR Missed:	No	0.07
Application Services	Dustin Crump	Health		Low	Closed	TTR Missed: No	0.95
INC000000556361	Sheila Walsh-McDonald	None	None	None	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000556443	Kendall Woffinden	Application	Error	None	TIR Missed:	No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.02
INC000000556479	Patricia Wilkinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.00
INC000000556492	Larry Tooley	Application	Password	Microsoft Access	TIR Missed:	No	0.41
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.41
INC000000556500	Lanette Sorensen	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000556512	Russ Labrum	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.48
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.48
INC000000556595	Patrice Morley	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	2.47

Health								

INC000000556596	Boyd Neilson	Print/Copy/Scan/Fax	Queue	None			TIR Missed: Yes	1.89
	Metro D Hosting	Donny Ford	Health		Low	Closed	TTR Missed: No	1.89
INC000000556630	Jenny Johnson	Application	Error	None			TIR Missed: Yes	1.23
	Metro D Hosting	Donny Ford	Health		Low	Closed	TTR Missed: Yes	39.03
INC000000556636	Diane Kimmerle	Application	Error	None			TIR Missed: No	0.25
	Metro D Desktop Support	Steve Gibb	Health		High	Closed	TTR Missed: No	0.42
INC000000556652	Dee Anne McGuire	Application	Error	Internet Explorer			TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000556713	Sam Vanous	Application	Error	Microsoft Office Professional 20			TIR Missed: No	0.22
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.83
INC000000556722	Nanette Waters	Application	Password	BlueZone			TIR Missed: No	0.21
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.27
INC000000556737	Patrice Morley	Network	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.47
INC000000556800	Melissa Leak	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	5.74
INC000000556824	Aryavash Aryazand	Application	None	None			TIR Missed: No	0.00
	Metro D Hosting	Miguel Lanz	Health		Low	Closed	TTR Missed: No	3.17
INC000000556850	John Slade	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.15
INC000000556890	Rick Sorenson	Application	Error	None			TIR Missed: No	0.75
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	2.09
INC000000556891	Tom Romney	None	None	None			TIR Missed: No	0.06
	Metro D Hosting	David Hert	Health		High	Closed	TTR Missed: No	0.38
INC000000556920	Jana Coombs	Application	Error	Internet Explorer			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000556931	Bryan Berry	Application	Reporting	Dentrix			TIR Missed: Yes	1.14
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	1.47
INC000000556948	Randy Tanner	Application	Error	Internet Explorer			TIR Missed: Yes	1.01
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	2.79
INC000000556954	Nanette Waters	Mainframe	None	BlueZone			TIR Missed: No	0.36
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	1.05
INC000000556970	Mark Gaskill	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report August 2012

As of **9/4/2012**

Health

Incident	Name / Group	Type	Category	System	Status	TIR/TTR Missed	Value
INC000000556975	Dave Rabiger	Application	None	Budget Preparation		TIR Missed: Yes	1.24
	Capitol Hosting — Jake Vandenberghe		Health	Low	Closed	TTR Missed: No	2.32
INC000000556985	Toni Shepard	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk — Julie VanBeekum		Health	Low	Closed	TTR Missed: No	0.16
INC000000556997	David Jackson	PC/Laptop	None	None		TIR Missed: No	0.75
	Metro D Desktop Support — Philip Henderson		Health	Low	Closed	TTR Missed: No	1.72
INC000000557008	Tom Hudachko	None	None	None		TIR Missed: No	0.16
	Metro D Desktop Support — Michael Schmidt		Health	Low	Closed	TTR Missed: No	0.16
INC000000557038	Al Romeo	Telecom	Call/Receive	None		TIR Missed: No	0.00
	Help Desk — Vicky Marrelli		Health	Low	Closed	TTR Missed: No	0.00
INC000000557079	Rachel Ream	Network	Performance	None		TIR Missed: No	0.00
	Help Desk — Julie VanBeekum		Health	Low	Closed	TTR Missed: No	
INC000000557099	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557123	David Jackson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support — Philip Henderson		Health	Low	Closed	TTR Missed: No	2.41
INC000000557125	Dana Foxx	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support — Ron LeBaron		Health	Low	Closed	TTR Missed: No	0.00
INC000000557144	Roxanne Landreneaux	None	None	None		TIR Missed: Yes	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557145	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557148	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557149	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557151	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557153	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557154	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00
INC000000557155	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control — Duane Hardy		Health	Low	Closed	TTR Missed: No	0.00

Health						

INC000000557156	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000557165	Frances Barben	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Health	Low	Closed	TTR Missed: No	0.00
INC000000557207	Jennefer Brynjulfson	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000557233	Rett Hansen	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000557263	Lynne Nilson	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: Yes	6.26
INC000000557420	Mary Parks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000557428	Buni Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000557440	Buni Phillips	Mainframe	Password	BlueZone	TIR Missed: No	0.34
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34
INC000000557447	Mary Parks	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.00
INC000000557453	Emma Chacon	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000557476	Judy Mackey	Application	Password	Dentrix	TIR Missed: No	0.63
Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	1.85
INC000000557500	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000557516	Robert Sonoda	Application	Error	None	TIR Missed: No	0.26
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.26
INC000000557554	Christine Jones	Network	Password	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.01
INC000000557559	Buni Phillips	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000557569	Brenda Purser	Application	None	Novell GroupWise	TIR Missed: No	0.73
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.19
INC000000557580	Carol Keller	PC/Laptop	None	None	TIR Missed: No	0.53
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.53

Health

INC000000557600	Mark Gaskill	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000557618	Buni Phillips	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000557629	Carol Keller	Application	Error	None		TIR Missed: No	0.58
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.20
INC000000557639	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000557640	Cleve Evans	Application	Error	BMI		TIR Missed: No	0.47
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.85
INC000000557657	Stephanie Robinson	Application	Error	Novell GroupWise		TIR Missed: No	0.92
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.92
INC000000557739	Janet Scarlet	Application	Error	Adobe InDesign		TIR Missed: No	0.32
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.48
INC000000557752	Robert Mayhew	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000557778	Don Wood	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000557789	Robert Mayhew	None	None	None		TIR Missed: No	0.93
	Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: No	1.17
INC000000557825	Jennifer Hofeling	PC/Laptop	Error	None		TIR Missed: No	0.32
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	5.15
INC000000557837	Linda Auger	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000557843	Joshua Byrd	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000557853	Joshua Legler	None	None	None		TIR Missed: No	0.16
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	2.42
INC000000557901	Nasrin Zandkarimi	Application	Error	None		TIR Missed: No	0.09
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.85
INC000000557913	Cheri Shubert	Network	Performance	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000557920	Janine Whaley	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	

Health

INC000000557921	Cathy Hernandez	Network	Performance	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	
INC000000557934	David Meadows	Network	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	
INC000000557938	Holly Uphold	PC/Laptop	Error	None		TIR Missed: No	0.79
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	1.74
INC000000557947	Veronica Ramos	Application	Error	None		TIR Missed: No	0.96
Metro D Hosting	Sean McMillan	Health		Low	Closed	TTR Missed: Yes	11.38
INC000000557978	Jennifer Hofeling	PC/Laptop	None	None		TIR Missed: Yes	2.11
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	2.65
INC000000558002	Philip Harris	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.18
Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.18
INC000000558006	Evelyn Gowans	Network	Incident	None		TIR Missed: Yes	2.03
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	2.03
INC000000558027	Jennifer Franchow	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Health		Low	Closed	TTR Missed: No	1.39
INC000000558048	Zhiwei Liu	Network	Password	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	0.00
INC000000558049	Elizabeth McElreath	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558054	Arleen Watkins	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558071	Adrienne Alward	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558077	Jenny Allred	PC/Laptop	Error	None		TIR Missed: Yes	2.23
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	2.23
INC000000558086	Gene Cottrell	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558101	Kara Verner	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558110	David Antell	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558130	Jessica Strout	PC/Laptop	None	None		TIR Missed: Yes	1.88
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	1.88

Health						

INC000000558164	Sanwat Chaudhuri	Network	Performance	None	TIR Missed: Yes	1.52
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	1.52
INC000000558175	Purita Buck	None	None	None	TIR Missed: No	0.00
Operations Production Control		Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000558208	Wanda Gutierrez	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Help Desk		Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000558211	Becky Tyler	Network	None	None	TIR Missed: No	0.03
Help Desk		Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.04
INC000000558261	Karen Ford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000558268	Nancy Cheeney	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.22
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.22
INC000000558324	Robert Mayhew	None	None	None	TIR Missed: No	0.56
Metro D Hosting		Donny Ford	Health	Low	Closed	TTR Missed: No	0.56
INC000000558383	Darilyn Chacon	Application	Error	Internet Explorer	TIR Missed: No	0.90
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.90
INC000000558426	Gene Cottrell	Network	None	None	TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	4.30
INC000000558468	Nancy Cheeney	PC/Laptop	Password	None	TIR Missed: No	0.00
Help Desk		James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000558481	Denise Spicer	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000558483	Carri Forsgren	Network	Error	None	TIR Missed: No	0.78
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.78
INC000000558516	Jo Herrera	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000558520	Nanette Waters	None	None	None	TIR Missed: No	0.66
Operations Production Control		Duane Hardy	Health	Low	Closed	TTR Missed: No	0.66
INC000000558543	Emily Sagers	Telecom	Call/Receive	None	TIR Missed: No	0.05
Voice Operations		Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.55
INC000000558549	Darilyn Chacon	Application	Error	SAP Frontend	TIR Missed: No	0.11
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.67
INC000000558553	Kara Verner	Application	Error	None	TIR Missed: No	0.58
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.62

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INC000000558596	Melanie Hoyt	Application	Error	None	TIR Missed: No	0.62
Metro D Hosting	Steven Haderlie	Health		Low	Closed	TTR Missed: No	2.94
INC000000558599	Joe herrera	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.29
Application Services	Dustin Crump	Health		Low	Closed	TTR Missed: No	0.41
INC000000558600	Aryavash Aryazand	None	None	None	TIR Missed: No	0.65
Metro D Hosting	Sean McMillan	Health		Low	Closed	TTR Missed: No	5.72
INC000000558603	Nancy Cheeney	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.30
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	1.95
INC000000558604	Nina Baker	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000558605	Veronica Ramos	Application	Error	None	TIR Missed: No	0.56
Metro D Hosting	Steven Haderlie	Health		Low	Closed	TTR Missed: No	2.54
INC000000558607	Jeffrey Duncan	Application	None	None	TIR Missed: No	0.37
Network Operations	Jeff Reed	Health		Low	Closed	TTR Missed: Yes	43.86
INC000000558645	Robert Vavrin	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed: No	0.00
INC000000558653	Jo Herrera	Mobile Devices	Error	iPhone	TIR Missed: No	0.05
Help Desk	Sarah Johnson	Health		Low	Closed	TTR Missed: No	1.23
INC000000558657	Sheila Trott	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	2.30
INC000000558664	Mykio Saracino	PC/Laptop	Hardware	None	TIR Missed: Yes	52.85
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: Yes	52.85
INC000000558665	Lori Lovett	Application	Error	Novell GroupWise	TIR Missed: No	0.58
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	1.11
INC000000558668	Liliana Lao	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Health		Low	Closed	TTR Missed: No	0.07
INC000000558695	Dan Camp	Application	Error	Novell GroupWise	TIR Missed: No	0.13
Metro D Help Desk	Jed Patrick	Health		Low	Closed	TTR Missed: No	0.13
INC000000558720	Shauna Craig	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000558723	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.52
Operations Production Control	Cal Brinton	Health		Low	Closed	TTR Missed: No	0.52
INC000000558727	Jessica Fiedel	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00

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Incident	Requester	Category	Type	Product	TIR Missed	Value
INC000000558728	Tami Spencer	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000558736	Steve Phillips	PC/Laptop	None	None	TIR Missed: No	0.60
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.61
INC000000558754	Lori Savoie	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.29
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.83
INC000000558756	Melissa Zito	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.07
INC000000558778	Nina Baker	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000558802	Valoree Vernon	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	2.06
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.32
INC000000558805	Kimra Goble	Network	Performance	Novell Client for 32-bit Windows	TIR Missed: Yes	1.03
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.07
INC000000558808	Jennifer L Bryant	Network	Performance	None	TIR Missed: No	0.89
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.89
INC000000558866	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.22
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.45
INC000000558870	Candace Bleazard	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.95
INC000000558887	Vicky Pierce	Telecom	None	Telephone	TIR Missed: No	0.39
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.39
INC000000558895	Stephanie Robinson	Network	Error	None	TIR Missed: No	0.90
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.90
INC000000558897	Vicky Pierce	Application	Error	Microsoft Windows 7	TIR Missed: No	0.36
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.78
INC000000558902	Purita Buck	Application	Error	Data Warehouse	TIR Missed: No	0.35
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.35
INC000000558924	Matthew Garff	Mainframe	Password	BlueZone	TIR Missed: No	0.64
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.64
INC000000558934	Matthew Garff	PC/Laptop	Error	None	TIR Missed: No	0.90
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.93
INC000000558955	Rick Sorenson	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.08

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INC000000558998	Marcee Mortensen	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000558999	Julie X Olsen	Application	None	Medicaid Managed Care System	TIR Missed:	Yes	1.26
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	1.26
INC000000559016	Annette Leonard	Application	Error	BMI	TIR Missed:	No	0.42
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.42
INC000000559033	Chuck Adan	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000559059	Tom Romney	Application	Error	Utah Statewide Immunization In	TIR Missed:	No	0.20
	Metro D Hosting	David Hert	Health	Medium	Closed	TTR Missed: No	0.24
INC000000559088	Kimberlee Jessop	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000559196	Aryavash Aryazand	None	None	None	TIR Missed:	No	0.16
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	1.57
INC000000559209	Matthew Garff	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	Yes	1.85
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.85
INC000000559221	Russell Hardy	Application	Error	Microsoft Windows 7	TIR Missed:	No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.06
INC000000559223	Matthew Garff	Mainframe	Password	BlueZone	TIR Missed:	Yes	1.29
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	1.37
INC000000559231	Joe Herrera	Network	Error	None	TIR Missed:	Yes	1.09
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	1.09
INC000000559235	Matthew Garff	Application	Error	Citrix ICA Client	TIR Missed:	Yes	1.46
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.46
INC000000559258	Lanette Sorensen	Application	None	None	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	1.21
INC000000559260	Emily Sagers	Application	Error	Internet Explorer	TIR Missed:	No	0.91
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.00
INC000000559279	Charlene Frail-McGeever	Network	Error	None	TIR Missed:	No	0.36
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.36
INC000000559290	Lanette Sorensen	None	None	None	TIR Missed:	No	0.39
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.59
INC000000559308	Nanette Waters	None	None	None	TIR Missed:	No	0.05
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.09

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INC000000559341	Lori Savoie	None	None	None	TIR Missed: No	0.93
Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.96
INC000000559343	Thomas Jones	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.98
Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	2.66
INC000000559347	Carol Rasmussen	Application	Error	Medicaid Managed Information	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000559352	Sarah Atherton	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.82
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.84
INC000000559377	Charlene Frail-McGeever	PC/Laptop	Error	None	TIR Missed: No	0.91
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	2.19
INC000000559378	Joshua Legler	None	None	None	TIR Missed: No	0.68
Database Services	Glenda Hudgens	Health	Low	Closed	TTR Missed: No	0.83
INC000000559383	Sheila Trott	Application	Error	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.82
INC000000559469	Kenny Davis	Telecom	Voice Mail	Telephone	TIR Missed: No	0.08
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.66
INC000000559479	Nanette Waters	None	None	None	TIR Missed: No	0.21
Operations Production Control	None	Health	Low	Closed	TTR Missed: No	0.21
INC000000559544	Melanie Jorgenson	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	1.16
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.92
INC000000559581	Rett Hansen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000559592	Rebecca Emerson	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02
INC000000559623	Mykio Saracino	PC/Laptop	Performance	Microsoft Windows XP Professional	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.85
INC000000559627	Catherine Hoelscher	Mobile Devices	Error	Ipads	TIR Missed: No	0.52
Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	6.13
INC000000559673	Annette Leonard	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.12
Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.65
INC000000559674	Harry Armstrong	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000559721	Lynn Martinez	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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INC000000559732	Nanette Waters	None	None	None			TIR Missed: No	0.84
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.87
INC000000559745	Nancy McConnell	None	None	None			TIR Missed: Yes	88.64
	Campus Networking	Jordy Davis	Health		Low	Resolved	TTR Missed: Yes	88.64
INC000000559770	Josip Ambrenac	PC/Laptop	None	None			TIR Missed: Yes	1.13
	Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	1.13
INC000000559800	Nancy McConnell	Application	None	None			TIR Missed: Yes	1.30
	Campus Networking	Jordy Davis	Health		Low	Resolved	TTR Missed: Yes	88.11
INC000000559809	Nancy McConnell	Application	None	None			TIR Missed: Yes	1.10
	Campus Networking	Jordy Davis	Health		Low	Resolved	TTR Missed: Yes	87.95
INC000000559824	Toni Estrada	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000559825	Toni Estrada	Print/Copy/Scan/Fax	Queue	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000559851	Rick Sorenson	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	0.00
INC000000559960	Mary Parks	Application	Error	Citrix ICA Client			TIR Missed: No	0.32
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	1.81
INC000000559984	Matthew Garff	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	0.00
INC000000559988	Vanya Tanner	Application	Error	None			TIR Missed: No	0.64
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	2.53
INC000000560105	Lauri Valerio	Application	None	ZENworks for Desktops			TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health		Low	Closed	TTR Missed: No	5.63
INC000000560124	Carol Runia	Mainframe	Password	BlueZone			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000560187	Sarah Roundy	PC/Laptop	Hardware	None			TIR Missed: No	0.40
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.40
INC000000560243	Linda Schiele	Application	Error	Vision			TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000560253	Russell Hardy	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health		Low	Closed	TTR Missed: No	0.05
INC000000560289	Emi States	Application	Error	eFIND/eSHARE			TIR Missed: No	0.90
	Technical Application Help Desk	Victoria Brush	Health		Low	Closed	TTR Missed: No	0.90

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Incident	Name	Category	Type	Product	TIR Missed	Status	TTR Missed	Value
INC000000560292	Nanette Waters	Mainframe	None	BlueZone	No			0.68
	Operations Production Control	Cal Brinton	Health		Low	Closed	No	0.68
INC000000560306	Emily Sagers	Network	Password	Novell Client for 32-bit Windows	No			0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	No	0.00
INC000000560328	Elizabeth McElreath	PC/Laptop	Hardware	None	No			0.25
	Metro D Desktop Support	Tina West	Health		Low	Closed	No	0.82
INC000000560381	Salinda Whetman	PC/Laptop	Error	None	No			0.05
	Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	No	0.05
INC000000560498	Salinda Whetman	Application	Error	None	No			0.22
	Application Services	Tony Larsen	Health		Low	Closed	No	1.04
INC000000560503	Kathy Cordova	None	None	None	No			0.00
	Operations Production Control	Christie Burnham	Health		Low	Closed	No	0.00
INC000000560520	Steve Phillips	PC/Laptop	Hardware	None	No			0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	No	0.07
INC000000560521	David Meadows	PC/Laptop	None	Microsoft Windows XP Professio	No			0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	No	1.37
INC000000560578	Donna Thomas	None	None	None	No			0.00
	Metro D Desktop Support	Tina West	Health		Low	Closed	No	0.02
INC000000560580	Wendee Pippy	None	None	None	No			0.00
	Metro D Desktop Support	Tina West	Health		Low	Closed	No	0.02
INC000000560619	Teresa Whiting	None	None	None	No			0.00
	Metro D Desktop Support	Tina West	Health		Low	Closed	No	0.00
INC000000560671	Erika Fernandez	PC/Laptop	Error	None	No			0.25
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	No	0.74
INC000000560689	Lisa Hunt	Network	Error	Novell Client for 32-bit Windows	Yes			1.08
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	No	1.57
INC000000560742	Nancy McConnell	Server	Error	None	No			0.10
	Metro D Hosting	Steven Haderlie	Health		Low	Closed	No	0.16
INC000000560753	Jonathan Anderson	Application	Error	None	No			0.57
	Metro D Hosting	Steven Haderlie	Health		Low	Closed	No	0.75
INC000000560784	Tom Romney	Telecom	Voice Mail	Telephone	No			0.09
	Voice Operations	Romanza Hamblin Sorensen	Health		Low	Closed	No	0.15
INC000000560805	Heather Carlson	Network	Password	Novell Client for 32-bit Windows	No			0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Closed	No	0.00

Health

INC000000560807	Nichoal Keyes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000560810	Kim Neerings	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000560814	Toni Estrada	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000560821	Kimberly Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000560824	Kimberly Johnson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000560834	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.43
Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.43
INC000000560846	Bill R Hall	Application	Error	DOHNET	TIR Missed: No	0.73
Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.73
INC000000560851	Craig Mitchell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000560866	Kim Neerings	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000560873	Gary Nelson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.06
INC000000560874	Heather Santacruz	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000560882	Kelly Banon	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.05
INC000000560928	Wendee Pippy	Application	Password	None	TIR Missed: No	0.08
Metro A Help Desk	Edward Fortner	Health	Low	Closed	TTR Missed: No	0.19
INC000000560949	Amanda Yoshida	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000560955	Cynthia Robison	Network	Performance	None	TIR Missed: No	0.35
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.35
INC000000560962	Debra K Miller	Application	Error	Utah Statewide Immunization In	TIR Missed: Yes	1.03
USIIS Tech Support	Tom Romney	Health	Low	Closed	TTR Missed: No	1.21
INC000000560972	Keith Stephens	None	None	Gmail	TIR Missed: No	0.22
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	2.13

Health

INC000000560986	Sandy Foxley	Application	None	Avaya IP Softphone	TIR Missed:	Yes	1.31
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	1.31
INC000000561004	Lisa V Hunt	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000561020	Krista Royall	Application	Error	Medicaid Managed Care System	TIR Missed:	No	0.64
	Application Support - Oracle	Jill Everett	Health	Low	Closed	TTR Missed: No	3.64
INC000000561030	Sandy Foxley	Telecom	None	None	TIR Missed:	No	0.50
	Voice Operations	Leon Owen	Health	Low	Closed	TTR Missed: No	0.67
INC000000561225	Janet Scarlet	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000561235	Joyce Hasting	Network	Performance	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.30
INC000000561287	Steve Phillips	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	1.32
INC000000561294	Jennifer Hofeling	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.81
	Metro D Help Desk	None	Health	Low	Closed	TTR Missed: No	0.81
INC000000561316	Chris Sandoval	Application	Error	None	TIR Missed:	No	0.23
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.10
INC000000561378	Tamara Hampton	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.23
INC000000561403	James Hansen	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.36
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.36
INC000000561444	Jessica Sanders	Application	Error	BlueZone	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561478	Deborah Turner	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000561489	Jeffrey Duncan	None	None	None	TIR Missed:	No	0.14
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.14
INC000000561508	Kimberlee Jessop	Application	None	State Payroll Time Entry System	TIR Missed:	No	0.56
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.09
INC000000561561	Kristine Lynch	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000561571	Kim Bond	Application	None	Active Directory	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	0.87

Health

Incident	Name	Category	Type	System	TIR/TTR Missed		Value
INC000000561589	Jon Reid	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561603	John W Miller	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561609	Eric K. Christensen	Application	Password	Medicaid Managed Information	TIR Missed:	No	0.22
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.22
INC000000561670	Allan Liu	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	
INC000000561709	Jacob Madsen	Application	Error	None	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000561715	Gayle Monks	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561720	Elizabeth McElreath	None	None	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.04
INC000000561737	Rituraj Saxena	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561756	Judy Mackey	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000561765	Rituraj Saxena	Network	Performance	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000561786	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed:	No	0.36
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.36
INC000000561803	Irene Petrogeorge	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	
INC000000561810	Brandon Callor	Telecom	None	Telephone	TIR Missed:	No	0.18
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.58
INC000000561830	Christina Whitlock	PC/Laptop	Hardware	None	TIR Missed:	No	0.34
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.66
INC000000561870	Barbara Jepson	Print/Copy/Scan/Fax	None	Novell iPrint	TIR Missed:	No	0.25
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	0.43
INC000000562010	Robert Paul	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.11
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	1.11
INC000000562012	Sandy Foxley	Application	None	None	TIR Missed:	Yes	1.23
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	1.23

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Incident	Name	Category	Type	Item		TIR Missed	
INC000000562024	Terri C Johnson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000562052	Ruth Fullmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000562056	Annette Winn	Application	Error	Medicaid Managed Information	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000562065	Annette Winn	PC/Laptop	Hardware	None	TIR Missed: No		0.32
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: N/A	
INC000000562082	Robert Paul	Application	Error	Novell GroupWise	TIR Missed: No		0.02
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.04
INC000000562084	Philip Bryson	Application	Password	Medicaid Managed Information	TIR Missed: No		0.40
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.58
INC000000562095	Gene Hofeling	Telecom	Voice Mail	Telephone	TIR Missed: No		0.25
	Voice Operations	Romanza Hamblin Sorensen	Health		Low	Closed	TTR Missed: No	0.38
INC000000562106	Zenda Schwab	Application	Error	BMI	TIR Missed: No		0.17
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	1.12
INC000000562144	Elizabeth Fisher	Application	Password	ZENworks for Desktops	TIR Missed: No		0.20
	Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	1.33
INC000000562174	Terri Burdick	Storage	None	None	TIR Missed: No		0.39
	Metro D Desktop Support	Tina West	Health		Low	Closed	TTR Missed: No	1.31
INC000000562202	Curtis Burk	PC/Laptop	Error	None	TIR Missed: No		0.31
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.31
INC000000562212	Russell Pierson	Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Health		Low	Closed	TTR Missed: No	2.81
INC000000562217	Jennifer Franchow	Application	None	Active Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Paul Petersen	Health		Low	Closed	TTR Missed: No	2.76
INC000000562236	Anita Hall	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.45
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	3.37
INC000000562238	Nanette Waters	Application	Password	BlueZone	TIR Missed: No		0.88
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.90
INC000000562255	Tracy Barkley	Network	Error	None	TIR Missed: No		0.28
	Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.28
INC000000562297	Stephanie Rogers	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Cody Flanders	Health		Low	Closed	TTR Missed: No	0.00

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INC000000562352	Lanette Sorensen	Network	Performance	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000562356	Suzanne Wilcox	Mainframe	Password	None	TIR Missed:	No	0.33
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	2.42
INC000000562361	Larry Niler	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000562364	Nanette Waters	Application	Password	BlueZone	TIR Missed:	No	0.20
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.20
INC000000562411	Rett Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000562427	Jennefer Brynjulfson	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000562428	Craig Mitchell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000562430	Rett Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000562432	Vicky Pierce	Application	Error	Microsoft Project	TIR Missed:	No	0.13
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.44
INC000000562463	Richard Harward	None	None	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.06
INC000000562467	Purita Buck	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000562468	Harper Randall	None	None	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000562517	Roger Werven	Application	Password	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	
INC000000562525	Keri Dawson	Application	Password	Citrix ICA Client	TIR Missed:	No	0.00
	Metro B Help Desk	Gary Graham	Health	Low	Closed	TTR Missed: No	0.00
INC000000562534	Roxanne Landreneaux	Application	Error	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000562537	Roxanne Landreneaux	Application	Error	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000562540	Roxanne Landreneaux	Application	Error	None	TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00

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INC000000562552	Dana B Gauthier	Application	Error	State Payroll System	TIR Missed:	No	0.44
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.57
INC000000562639	David Meadows	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.09
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.46
INC000000562662	Teresa Whiting	None	None	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.00
INC000000562739	Judy Mackey	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.36
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.85
INC000000562741	Lin-Marie Wright	PC/Laptop	Hardware	None	TIR Missed:	No	0.35
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.35
INC000000562757	Joe Moran	Application	Error	Citrix ICA Client	TIR Missed:	No	0.51
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.51
INC000000562770	Laurie Ocobock	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000562812	Laurie Ocobock	Application	Password	PGP	TIR Missed:	No	0.40
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.86
INC000000562855	Jennifer Green	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000562860	Karen M Smith	Application	Password	PGP	TIR Missed:	No	0.73
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.27
INC000000562861	Matt Reeder	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000562916	Hattie Perry	PC/Laptop	None	None	TIR Missed:	No	0.96
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.44
INC000000562976	Karen M Smith	PC/Laptop	None	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.32
INC000000563014	Joel Hoffman	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000563031	Laurie Hampshire	Application	Error	None	TIR Missed:	No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.33
INC000000563069	Carri Forsgren	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.40
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.65
INC000000563080	Craig Dietrich	PC/Laptop	Error	None	TIR Missed:	No	0.32
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.32

Health						

INC000000563086	Paul Patrick	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000563114	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.27
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.35
INC000000563153	Laurie Baksh	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000563166	Annette Leonard	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000563196	Mary Kienitz	PC/Laptop	Hardware	None		TIR Missed: Yes	1.02
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.36
INC000000563206	Matt Reeder	PC/Laptop	Error	None		TIR Missed: No	0.16
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.74
INC000000563208	Russell Pierson	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.10
INC000000563211	Russell Pierson	Application	None	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.12
INC000000563213	Lauri Valerio	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.13
INC000000563214	Gary Nelson	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.13
INC000000563238	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.19
INC000000563271	Lynnette Godfrey	Mobile Devices	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.79
INC000000563276	Debra McBride	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000563295	Barbara Brownell	Network	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.04
INC000000563341	Rett Hansen	Application	Error	WordPerfect Office 2002		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000563346	Rett Hansen	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000563365	Erin Olsen	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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Incident	Requester	Category	Type	CI		TIR Missed	Priority	Status	TTR Missed	Hours
INC000000563483	Christina Bray	Application	Error	Citrix ICA Client		TIR Missed: No				0.14
	Metro B Desktop Support	Jay Locker	Health		Low			Closed	TTR Missed: No	0.14
INC000000563486	Cynthia Alexander	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No				0.00
	Help Desk	Eileen Dubach	Health		Low			Closed	TTR Missed: No	0.00
INC000000563500	Lauri Valerio	None	None	None		TIR Missed: No				0.00
	Rural Central Desktop Support	Ron LeBaron	Health		Low			Closed	TTR Missed: No	
INC000000563517	Gary Tolboe	Application	Password	Utah Master Directory		TIR Missed: No				0.24
	Help Desk	Vicky Marrelli	Health		Low			Closed	TTR Missed: No	2.39
INC000000563585	Jennifer Critchley	PC/Laptop	Error	None		TIR Missed: No				0.45
	Metro D Desktop Support	Eldon Jenson	Health		Low			Closed	TTR Missed: No	1.98
INC000000563635	Colleen Herrera	None	None	None		TIR Missed: Yes				1.07
	Metro D Desktop Support	Steve Gibb	Health		Low			Closed	TTR Missed: No	3.02
INC000000563672	Trecia Carpenter	Mainframe	Password	None		TIR Missed: No				0.00
	Operations Production Control	Duane Hardy	Health		Low			Closed	TTR Missed: No	0.00
INC000000563709	Tim Morley	Application	Error	Novell GroupWise		TIR Missed: No				0.61
	Application Services	Tony Larsen	Health		Low			Resolved	TTR Missed: No	3.31
INC000000563740	Lisa Wimmer	Application	Error	None		TIR Missed: No				0.67
	Capitol Hosting	Patrick Funk	Health		Low			Closed	TTR Missed: No	0.67
INC000000563816	Brandi Frandsen	None	None	None		TIR Missed: No				0.00
	Application Services	Tony Larsen	Health		Low			Closed	TTR Missed: No	0.10
INC000000563838	Janell Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No				0.00
	Metro D Help Desk	Doug Brown	Health		Low			Closed	TTR Missed: No	0.00
INC000000563853	Gladys Parsell	Telecom	None	Telephone		TIR Missed: No				0.11
	Voice Operations	Romanza Hamblin Sorensen	Health		Low			Closed	TTR Missed: No	1.02
INC000000563920	Debra McBride	PC/Laptop	Password	None		TIR Missed: No				0.27
	Metro D Desktop Support	Steve Gibb	Health		Low			Closed	TTR Missed: No	0.51
INC000000563943	Tracy Freeman	Telecom	Voice Mail	Telephone		TIR Missed: No				0.16
	Voice Operations	Romanza Hamblin Sorensen	Health		Low			Closed	TTR Missed: No	0.31
INC000000563969	Blake Minardi	None	None	None		TIR Missed: No				0.00
	Operations Production Control	Duane Hardy	Health		Low			Closed	TTR Missed: No	0.00
INC000000563970	Lois Bloebaum	Mobile Devices	Error	iPhone		TIR Missed: No				0.00
	Help Desk	Vicky Marrelli	Health		Low			Closed	TTR Missed: No	0.00
INC000000563992	Wendee Pippy	None	None	None		TIR Missed: No				0.00
	Metro A Help Desk	Edward Fortner	Health		Low			Closed	TTR Missed: No	0.64

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INC000000563996	Siulavai Leota	Application	Password	Novell GroupWise	TIR Missed: No	0.11
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.11

INC000000564002	Catherine Groseclose	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

INC000000564003	Mark Gaskill	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

INC000000564028	Annie Coyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

INC000000564032	John Campbell	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

INC000000564038	Dana B Gauthier	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

INC000000564052	Kimberly McNamara	Telecom	Voice Mail	Telephone	TIR Missed: No	0.26
Voice Operations		James Gifford	Health	Low	Closed	TTR Missed: No	0.26

INC000000564108	Janice Houston	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

INC000000564114	Dayna Christenson	Network	Incident	None	TIR Missed: No	0.00
Metro D Desktop Support		Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03

INC000000564119	Jill Winslow	Application	None	Active Directory	TIR Missed: No	0.00
Rural Central Desktop Support		Paul Petersen	Health	Low	Closed	TTR Missed: No	1.29

INC000000564153	Shannon Skiles	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

INC000000564164	Shannon Skiles	Application	Error	None	TIR Missed: No	0.31
Metro D Desktop Support		Tina West	Health	Low	Resolved	TTR Missed: Yes	6.18

INC000000564188	Jade Hulse	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Help Desk		Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00

INC000000564319	Marisha Kissell	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00

INC000000564379	Laurie Bird	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.11

INC000000564394	Kara Verner	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

INC000000564406	Bobbie Lou Anderson	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

Health

INC000000564407	Nanette Waters	Mainframe	None	BlueZone		TIR Missed:	No	0.37
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.41
INC000000564415	Terri C Johnson	Telecom	Call/Receive	None		TIR Missed:	No	0.15
	Voice/Data/WAN Services	Greg Blessing	Health	Low	Closed	TTR Missed:	No	0.77
INC000000564479	Carolyn Croxall	None	None	None		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564484	Lisa Young	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564528	Tracy Luoma	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564530	Melanie Hoyt	PC/Laptop	Hardware	None		TIR Missed:	No	0.13
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed:	No	0.53
INC000000564602	Shandi Adamson	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564605	John Slade	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564609	Shandi Adamson	Application	Error	Data Warehouse		TIR Missed:	No	0.24
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed:	No	0.24
INC000000564616	Barbara Brownell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.29
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed:	No	0.29
INC000000564633	Ellen Johnstun	None	None	None		TIR Missed:	No	0.46
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed:	No	0.46
INC000000564635	Barbara Brownell	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564851	Christina Bray	PC/Laptop	Password	None		TIR Missed:	No	0.23
	Metro B Desktop Support	Cindy Reed	Health	Low	Closed	TTR Missed:	No	0.28
INC000000564862	Kathleen Short	Network	Password	Novell ConsoleOne		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564910	Stephanie McGee	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed:	No	0.00
INC000000564928	Gary Nelson	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed:	No	2.24
INC000000564941	Karen Packard	Application	Error	Novell GroupWise		TIR Missed:	No	0.83
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed:	No	4.48

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INC000000564943	Barbara Brownell	Application	None	Equipment Inventory System	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000564967	Robert Frampton	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.75
INC000000564972	Jill Winslow	Application	None	Active Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	1.77
INC000000565038	Helen Joy	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000565041	Sally Valdez	Application	Error	Microsoft Access	TIR Missed: No	0.81
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.01
INC000000565065	Jennifer Wiser	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000565092	Barbara Brownell	EIS Hardware	None	None	TIR Missed: No	0.36
	Strategic Communications	Luis Larios	Health	Low	Resolved	TTR Missed: No	5.76
INC000000565110	Trever Ball	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000565130	Melanie Hoyt	Application	Error	None	TIR Missed: No	0.19
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.77
INC000000565152	Bob Fowler	Application	Reporting	None	TIR Missed: No	0.11
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.11
INC000000565164	Cheri W Curley	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.28
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.39
INC000000565174	Lamar Kelly	Telecom	Call/Receive	Telephone	TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.75
INC000000565258	Linda Auger	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000565280	Burdean Wirtz	Application	Password	Medicaid Managed Information !	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000565339	Melanie Hoyt	Application	Error	None	TIR Missed: No	0.12
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.89
INC000000565444	Gary Tolboe	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Tyler Pearce	Health	Low	Closed	TTR Missed: No	0.00
INC000000565450	Jack Oman	Application	Error	Laboratory Information Manager	TIR Missed: No	0.23
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.23

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INC000000565480	Ina Oviatt	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Kelly Johnson	Health	Low	Closed	TTR Missed: No	0.08
INC000000565611	Matthew Garff	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000565652	Joan Parker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000565661	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.10
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.12
INC000000565674	Emily Sagers	Application	Error	BMI		TIR Missed: No	0.09
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.23
INC000000565734	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.24
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.38
INC000000565751	Zenda Schwab	Application	Error	BMI		TIR Missed: No	0.12
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.40
INC000000565960	Mark Gaskill	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000565976	Jeffrey Duncan	Application	None	None		TIR Missed: No	0.14
	Metro D Hosting	Donny Ford	Health	Low	Resolved	TTR Missed: No	1.54
INC000000566041	Pam Oberg	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000566100	Amy Nance	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000566102	Jason Mott	Mainframe	Password	BlueZone		TIR Missed: No	0.07
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.18
INC000000566133	Dulce Diez	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000566149	Cheri W Curley	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.03
INC000000566165	Tim Morley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000566252	Jon Reid	None	None	None		TIR Missed: No	0.32
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: Yes	15.06
INC000000566258	Jennefer Brynjulfson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00

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Incident	Name	Category	Type	CI	TIR Missed		Value
INC000000566260	Tori Welling	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566272	Nathaniel Ash	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566304	Audra Solovi	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566355	Cyndi Bemis	Application	Error	Microsoft Word	TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	
INC000000566390	Jana Coombs	Server	Performance	None	TIR Missed:	No	0.61
	Metro D Hosting	Donny Ford	Health		Low	Resolved	TTR Missed: No	2.23
INC000000566437	Brenda Bryant	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566453	Brenda Bryant	Application	Error	Medicaid Managed Information	TIR Missed:	No	0.10
	Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.22
INC000000566538	Rituraj Saxena	None	None	None	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566582	Kara Verner	Application	Password	Novell GroupWise	TIR Missed:	No	0.00
	Metro D Help Desk	Jed Patrick	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566602	Emily K Holmes	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Health		Low	Resolved	TTR Missed: No	0.00
INC000000566612	Jana Coombs	Server	Error	None	TIR Missed:	No	0.08
	Metro D Hosting	Donny Ford	Health		Medium	Resolved	TTR Missed: No	0.18
INC000000566640	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed:	No	0.24
	Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.27
INC000000566841	Katie Shields	Application	Error	Medicaid Managed Care System	TIR Missed:	Yes	1.32
	Application Support - MMIS	Steven Hegji	Health		Low	Closed	TTR Missed: No	1.46
INC000000566852	Nanette Waters	Mainframe	None	BlueZone	TIR Missed:	No	0.11
	Operations Production Control	Cal Brinton	Health		Low	Resolved	TTR Missed: No	0.41
INC000000566879	Jessica Ericksen	Application	None	Gmail	TIR Missed:	No	0.11
	Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: No	0.30
INC000000566903	Melanie Hoyt	PC/Laptop	Hardware	None	TIR Missed:	No	0.17
	Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.28
INC000000566982	Melissa Dimond	PC/Laptop	Virus	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.19

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INC000000567042	Janice Houston	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567124	Jennifer Franchow	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567131	Iona Thraen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567136	Purita Buck	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.46
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	1.46
INC000000567142	Michelle Muirbrook	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567160	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567169	Joel Hoffman	Application	Error	Microsoft Windows 7		TIR Missed: No	0.12
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.85
INC000000567218	Janet Scarlet	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.64
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: Yes	7.26
INC000000567241	Rebecca Giles	None	None	Adobe Acrobat		TIR Missed: Yes	1.01
	Contracts	Laura Larsen	Health	Low	Resolved	TTR Missed: No	1.08
INC000000567243	Keri Dawson	Telecom	None	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.63
INC000000567249	Staci Peterson	Application	Error	None		TIR Missed: No	0.43
	Metro B Desktop Support	Austin Farey	Health	Low	Resolved	TTR Missed: No	0.43
INC000000567268	Gary Tolboe	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567271	Purita Buck	Telecom	Feature	Telephone		TIR Missed: No	0.85
	Voice Operations	Leon Owen	Health	Low	Resolved	TTR Missed: No	0.85
INC000000567276	Lana Adams	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Health	Low	Resolved	TTR Missed: No	1.23
INC000000567285	Ruth Fullmer	Application	None	None		TIR Missed: No	0.25
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.51
INC000000567334	Purita Buck	Telecom	None	UDC Phone Directory		TIR Missed: No	0.34
	Voice Operations	Leon Owen	Health	Low	Resolved	TTR Missed: No	0.34
INC000000567345	Brady Kerkman	PC/Laptop	Error	PGP		TIR Missed: No	0.12
	Metro D Desktop Support	Michael Schmidt	Health	Medium	Resolved	TTR Missed: No	0.45

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INC000000567426	Michael Friedrichs	Application	Error	None		TIR Missed: No	0.05
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.99
INC000000567574	Kara Verner	PC/Laptop	Error	None		TIR Missed: No	0.21
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.44
INC000000567576	Mary Catherine Jones	Application	Error	Internet Explorer		TIR Missed: No	0.41
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.43
INC000000567580	Hattie Perry	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567583	Megan Waters	Application	Password	Novell GroupWise		TIR Missed: Yes	1.35
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	2.61
INC000000567602	Mark Gaskill	PC/Laptop	None	None		TIR Missed: Yes	14.90
Campus Networking	Jordy Davis	Health		Low	Resolved	TTR Missed: Yes	14.90
INC000000567635	Barbara Jepson	None	None	None		TIR Missed: Yes	1.92
Metro D Hosting	David Hert	Health		Low	Resolved	TTR Missed: No	2.39
INC000000567643	Sandy Foxley	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567684	Michelle Grossman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
Metro B Desktop Support	Peter Musser	Health		Low	Resolved	TTR Missed: No	0.09
INC000000567703	Kelly Banon	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567711	Sylvia Case	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567718	Vicky Titensor	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567719	Sandy Foxley	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567739	Gary Nelson	Application	Error	Utah Master Directory		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567790	Gary Nelson	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Health		Low	Resolved	TTR Missed: No	0.00
INC000000567916	Brady Kerkman	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: Yes	6.06
INC000000567924	Kevin Bagley	Server	Error	None		TIR Missed: No	0.44
Metro D Hosting	Donny Ford	Health		Low	Resolved	TTR Missed: Yes	8.67

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Incident	User	Category	Type	System	TIR/TTR Missed	Value
INC000000567935	Kathryn Marti	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000567979	Julie Moore	PC/Laptop	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568028	Carol Keller	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568057	Candace Bleazard	Server	None	None	TIR Missed: No	0.16
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.16
INC000000568147	Tracy Freeman	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568191	Vicky Pierce	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568222	Raul Garcia	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568236	Kellie Baxter	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568254	Deborah Ellis	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.60
INC000000568265	Tina Bohannon	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568278	Wendy Dokos	Application	Password	Utah Master Directory	TIR Missed: No	0.11
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed: No	0.11
INC000000568296	Laverne Snow	Network	None	Novell Client for 32-bit Windows	TIR Missed: Yes	1.23
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.23
INC000000568315	Ally Major	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.66
INC000000568342	Wendy Dokos	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568431	Anna E Adams	None	None	None	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568493	Arna Barney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Torri Randa	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568548	Raul Garcia	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	0.10

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INC000000568556	Tami Spencer	Application	Error	Novell GroupWise	TIR Missed: No	0.56
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	13.69
INC000000568668	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568672	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568738	Jonathan Anderson	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.18
INC000000568746	Julie Moore	Application	Password	Citrix ICA Client	TIR Missed: No	0.18
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	0.71
INC000000568771	Nancy McConnell	None	None	None	TIR Missed: Yes	1.10
	Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed: No	1.10
INC000000568786	Wu Xu	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.38
INC000000568836	Kayla Rypien	Application	None	Microsoft Office	TIR Missed: No	0.14
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.49
INC000000568839	Julie Moore	Application	Password	Medicaid Managed Information	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.87
INC000000568860	Julie Moore	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568869	Liliana Lao	Application	None	Avaya IP Softphone	TIR Missed: Yes	1.09
	Rural Central Desktop Support	Rod Montoya	Health	Low	Resolved	TTR Missed: No	1.60
INC000000568895	Catherine Groseclose	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568920	Camille Roundy	None	None	None	TIR Missed: No	0.52
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.95
INC000000568925	Sylvia Case	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568933	Stephanie Robinson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	0.31
INC000000568941	Richard Harward	PC/Laptop	Hardware	None	TIR Missed: No	0.53
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.67
INC000000568948	Megan Waters	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000568953	Angela Anderson	Application	Error	None		TIR Missed: No	0.03
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.71
INC000000568964	Sivithee Srisukhumboworn	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000568991	Glenna McClellan	Application	Error	None		TIR Missed: No	0.05
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.66
INC000000569007	Jen Farnes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569055	John Campbell	Server	Performance	None		TIR Missed: No	0.26
	Capitol Hosting	Dale Hicks	Health	Low	Resolved	TTR Missed: No	0.30
INC000000569085	Jolene Whitney	Network	Error	None		TIR Missed: Yes	1.39
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	2.73
INC000000569086	Julia Robertson	Telecom	Hardware	Telephone		TIR Missed: No	0.29
	Voice/Data/WAN Services	Art Scott	Health	Low	Resolved	TTR Missed: No	1.52
INC000000569131	Stephanie McVicar	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.47
INC000000569158	Jon Reid	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569211	Karen M Smith	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569246	Anna E Adams	None	None	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569307	Linda Morris	Network	None	None		TIR Missed: No	0.76
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.93
INC000000569315	Nancy Phillips	Application	None	Oracle 8 Enterprise Edition		TIR Missed: No	0.76
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	3.68
INC000000569320	Tamara Hampton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569338	Chris Sandoval	Application	Error	BlueZone		TIR Missed: No	0.62
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.11
INC000000569356	Brian Beck	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569385	Rick Sorenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000569398	Stephanie Robinson	Network	Error	None		TIR Missed: No	0.68
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	1.58
INC000000569402	Jeanette Little	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.67
Application Support - Oracle	Jill Everett	Health		Low	Resolved	TTR Missed: Yes	6.50
INC000000569403	Sa Ete	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569433	Wendy Dokos	PC/Laptop	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	4.18
INC000000569483	Felicia Alvarez	Mobile Devices	None	Ipads		TIR Missed: No	0.12
Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: No	1.53
INC000000569488	Amy Melton	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569522	Tanayia Pomikala	Mainframe	Password	BlueZone		TIR Missed: No	0.49
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.49
INC000000569535	Barbara Algarin	Application	Error	None		TIR Missed: No	0.14
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	2.67
INC000000569553	Shannon Wnek	Network	Error	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569554	Brenda Bryant	Application	Password	BlueZone		TIR Missed: No	0.07
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.26
INC000000569563	Wendy Dokos	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569673	Chris Furner	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569676	Christina Perry	Network	Password	Novell Messenger		TIR Missed: No	0.00
Metro D Desktop Support	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569752	Connie Higley	Application	Error	PGP		TIR Missed: No	0.62
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.96
INC000000569826	Linda Beal	Application	Error	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000569827	Jesika Connell	Application	Error	None		TIR Missed: No	0.18
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.38
INC000000569836	Jeffrey Duncan	None	None	None		TIR Missed: Yes	1.03
Network Operations	Cory Greenwell	Health		Low	Resolved	TTR Missed: No	1.49

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INC000000569932	Jacob Madsen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000569966	Connie Higley	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.67
INC000000569975	Shannon Skiles	Application	Password	Microsoft Word	TIR Missed: No	0.56
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.56
INC000000570004	Ellen Johnstun	Application	Error	None	TIR Missed: No	0.38
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	3.08
INC000000570010	Philip Harris	Application	None	Novell Messenger	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570051	Carmen Dickson	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.16
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.69
INC000000570079	Roxanne Landreneaux	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.03
INC000000570165	Lin-Marie Wright	Wireless Connectivity	Error	None	TIR Missed: No	0.35
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.07
INC000000570205	Wendy Dokos	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.06
	Help Desk	James Stearns	Health	Low	Resolved	TTR Missed: No	0.06
INC000000570240	Lanette Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	2.47
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	2.58
INC000000570304	Joan Parker	Network	Error	Novell Messenger	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570314	Jennifer Hofeling	None	None	None	TIR Missed: Yes	1.64
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.84
INC000000570340	Nanette Waters	None	None	None	TIR Missed: No	0.29
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.38
INC000000570377	Jack Oman	None	None	None	TIR Missed: No	0.57
	Application Support - LIMS	Greg Jenkins	Health	Low	Resolved	TTR Missed: Yes	6.42
INC000000570386	Jana Carlton	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	4.11
INC000000570397	Burdean Wirtz	Application	Error	BMI	TIR Missed: No	0.53
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.29
INC000000570409	Eunetta Button	Application	Password	Citrix ICA Client	TIR Missed: Yes	1.15
	Application Services	Terry Forsgren	Health	Low	Resolved	TTR Missed: No	2.41

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INC000000570423	Heidi Rocco	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570449	Kara Verner	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.26
Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.55
INC000000570502	Jana Carlton	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	
INC000000570539	Michelle Grossman	Application	Error	None	TIR Missed: No	0.60
Metro B Desktop Support	Stephanie Young	Health	Low	Resolved	TTR Missed: No	0.60
INC000000570578	Julie Moore	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570625	Jennifer Hofeling	Telecom	Call Management	None	TIR Missed: No	0.83
Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.83
INC000000570690	Patrice Morley	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.08
INC000000570730	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.16
Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.22
INC000000570738	Kathy Cordova	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570874	Tonya Martinez	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Tyler Pearce	Health	Low	Resolved	TTR Missed: No	0.00
INC000000570949	Melanie Jorgenson	Application	Error	Data Warehouse	TIR Missed: No	0.96
Metro D Hosting	David Hert	Health	Medium	Resolved	TTR Missed: No	2.86
INC000000571074	Melissa Leak	Application	None	Novell Messenger	TIR Missed: No	0.06
Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.17
INC000000571081	William hall	Telecom	Voice Mail	Telephone	TIR Missed: No	0.06
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.41
INC000000571115	Cindy Huish	Telecom	Hardware	None	TIR Missed: No	0.38
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Resolved	TTR Missed: No	0.75
INC000000571254	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.30
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.30
INC000000571281	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No	0.23
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.23
INC000000571284	Carolyn Croxall	PC/Laptop	Hardware	None	TIR Missed: No	0.12
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.56

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INC000000571312	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: No	0.12
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.12
INC000000571324	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: No	0.46
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.46
INC000000571416	Terri C Johnson	Application	Error	Internet Explorer		TIR Missed: No	0.10
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.86
INC000000571418	Toni Estrada	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	1.90
INC000000571420	Rett Hansen	None	None	Microsoft Word		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	1.88
INC000000571554	Julie Moore	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000571625	Brandi Frandsen	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	0.00
INC000000571655	Julie Mark	Application	Error	Medicaid Managed Information	TIR Missed: No	0.50
	Operations Production Control	Lester Aoki	Health	Low	Resolved	TTR Missed: No	1.23
INC000000571770	Heather Borski	Network	Incident	None		TIR Missed: No	0.23
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.23
INC000000571772	Tamara Hampton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000571776	Joshua Byrd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.36
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	1.38
INC000000571792	Eric Grant	Application	Reporting	Novell GroupWise		TIR Missed: No	0.06
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	1.35
INC000000571827	Jeffrey Duncan	Network	None	None		TIR Missed: No	0.60
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.38
INC000000571831	Lamar Kelly	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.69
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Resolved	TTR Missed: No	0.69
INC000000571852	Paula Edens	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000571882	Shelly Phillips	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000571927	Jana Carlton	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000571935	Annie Coyle	Application	Error	None		TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.36
INC000000571992	Gene Cottrell	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000571999	Marian West	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.07
	Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.07